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measure #	Measure Name	Report Structure
Pre-Ordering / Ordering		
1	Average Response Time For OSS Pre-Order Interfaces	S
1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders	S
2	Percent Responses Received within "X" seconds – OSS Interfaces	S
3	EASE Average Response Time	NR
4	OSS Interface Availability	S
5	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours	S
5.1	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours for XDSL	S
5.2	Percentage of Unsolicited FOCs by Reason Code	S
6	Average Time To Return FOC	S
6.1	Average Time to Return DSL FOCs	S
7	Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System	S
7.1	Percent Mechanized Completions Returned Within One Day Of Work Completion	S
8	Average Time to Return Mechanized Completions	S
9	Percent Rejects	S
10	Percent Mechanized Rejects Returned within 1 hour of receipt of reject in Mor	S
10.1	Percent Mechanized Rejects Returned within One Hour of receipt of Order	S
10.2	Percent Manual Rejects Received Electronically and Returned Within Five Hours	S
10.3	Percent Manual Rejects Received Manually and Returned Within Five Hours	S
11	Mean Time to Return Mechanized Rejects	S
11.1	Mean Time to Return Manual Rejects that are Received via an Interface	S
11.2	Mean Time to Return Manual Rejects that are Received thru the Manual Process	S
12	Mechanized Provisioning Accuracy	S
13	Order Process Percent Flow Through	S
13.1	Total Order Process Percent Flow Through	S
Billing		
14	Billing Accuracy	CO
15	Percent of Accurate and Complete Formatted Mechanized Bills	S
16	Percent of Usage Records Transmitted Correctly	S
17	Billing Completeness	S
18	Billing Timeliness (Wholesale Bill)	S
19	Daily Usage Feed Timeliness	CO
20	Unbillable Usage	CO
Miscellaneous Administrative		
21	Local Service Center (LSC) Average Speed of Answer	S
22	Local Service Center (LSC) Grade Of Service (GOS)	S
23	Percent Busy in the Local Service Center (LSC)	S
24	Local Operations Center (LOC) Average Speed Of Answer	S
25	Local Operations Center (LOC) Grade Of Service (GOS)	S
26	Percent Busy in the Local Operations Center (LOC)	S
Provisioning – Resale POTS		
27	Mean Installation Interval	S
28	Percent Installations Completed Within "X" Business Days (POTS)	S
29	Percent Ameritech Caused Missed Due Dates	S

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measure #	Measure Name	Report Structure
30	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
31	Average Delay Days For Missed Due Dates Due To Lack Of Facilities	S
32	Average Delay Days For Ameritech Caused Missed Due Dates	S
33	Percent Ameritech Caused Missed Due Dates > 30 days	S
34	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
34.1	Average Delay Days for Ameritech Caused Canceled Orders –Resale POTS	S
35	Percent Trouble Reports Within 30Days (I- 30) of Installation	S
36	Percent No Access (Service Orders With No Access)	S
Maintenance – Resale POTS		
37	Trouble Report Rate	S
38	Percent Missed Repair Commitments	S
39	Receipt To Clear Duration	S
40	Percent Out Of Service (OOS) < 24 Hours	S
41	Percent Repeat Reports	S
42	Percent No Access (Percent of Trouble Reports with No Access)	S
Provisioning – Resale Specials & UNE Loop And Port Combinations		
43	Average Installation Interval	S
44	Percent Installations Completed Within 20 Calendar Days	S
45	Percent Ameritech Caused Missed Due Dates	S
46	Percent Trouble Reports Within 30 Days (I-30) of Installation	S
47	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
48	Average Delay Days for Missed Due Dates Due to Lack Of Facilities	S
49	Average Delay Days For Ameritech Caused Missed Due Dates	S
50	Percent Ameritech Caused Missed Due Dates > 30 days	S
51	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
51.1	Average Delay Days for Ameritech Caused Canceled Orders –Resale Specials	S
Maintenance - Resale Specials & UNE Loop And Port Combinations		
52	Mean Time To Restore	S
53	Percent Repeat Reports	S
54	Failure Frequency	S
Provisioning - Unbundled Network Elements		
55	Average Installation Interval	S
55.1	Average Installation Interval – DSL	S
55.2	Average Installation Interval – LNP with a Loop	
56	Percent Installations Completed Within “X” Days	S
57	Average Response Time for Manual Loop Make-up Information	S
58	Percent Ameritech Caused Missed Due Dates	
59	Percent Trouble Reports within 30 Days of Installation	S
60	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
61	Average Delay Days for Missed Due Dates Due To Lack Of Facilities	S
62	Average Delay Days For Ameritech Caused Missed Due Dates	S
63	Percent Ameritech Caused Missed Due Dates > 30 days	S
64	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
64.1	Average Delay Days for Ameritech Caused Canceled Orders – UNE	S
Maintenance - Unbundled Network Elements		
65	Trouble Report Rate	S
66	Percent Out of Service < 24 Hours	S

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measure #	Measure Name	Report Structure
66	Percent Missed Repair Commitments	S
67	Mean Time to Restore	
68	Percent Out of Service (OOS) <24 Hours	S
69	Percent Repeat Reports	S
Interconnection Trunks		
70	Percentage of Trunk Blockage (Call Blockage)	S
70.1	Trunk Blockage Exclusions	S
70.2	Percent Trunk Blockage (Trunk Groups)	S
71	Common Transport Trunk Blockage	S
72	Distribution Of Common Transport Trunk Groups > 2%	S
73	Percentage Missed Due Dates – Interconnection Trunks	S
74	Average Delay Days For Missed Due Dates – Interconnection Trunks	S
75	Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks	S
76	Average Trunk Restoration Interval – Interconnection Trunks	S
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups	S
78	Average Interconnection Trunk Installation Interval	S
Directory Assistance & Operator Services		
79	Directory Assistance Grade Of Service	S
80	Directory Assistance Average Speed Of Answer	S
81	Operator Services Grade Of Service	S
82	Operator Services Speed Of Answer	S
83	Percentage of Calls Abandoned	S
84	Percentage of Calls Deflected	S
85	Average Work Time	S
86	Non-Call Busy Work Volume	S
Interim Number Portability		
87	Percentage Installation Completed Within "X" (3, 7, 10) Days	NR
88	Average INP Installation Interval	NR
89	Percentage INP Only I-Reports Within 30 Days	NR
90	Percentage Missed Due Dates (INP-Only)	NR
Local Number Portability		
91	Percent of LNP Due Dates within Industry Guidelines	S
92	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	S
93	Percentage of Customer Accounts Restructured by the LNP Due Date	S
94	Percentage FOCs Returned Within "X" Hours	S
94.1	Average Time to Return FOC	S
95	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes	S
96	Percentage Pre-mature Disconnects for LNP Orders	S
97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	S
98	Percentage Trouble LNP (I-Reports) in 30Days	S
99	Average Delay Days for Ameritech Missed Due Dates	S
100	Average Time of Out of Service for LNP Conversions	S
101	Percent Out of Service < 60 minutes	S
911		
102	Average Time To Clear Errors	S

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Measure #	Measure Name	Report Structure
103	Percent Accuracy for 911 Database Updates	S
104	Average Time Required to Update 911 Database (Facility Based Providers)	
104.1	The average time it takes to unlock the 911 record	S
Poles, Conduit & Right of Way		
105	Percentage of requests processed within 35 Days	S
106	Average Days Required to Process a Request	S
Collocation		
107	Percent Missed Collocation Due Dates	S
108	Average Delay Days for Ameritech Missed Due Dates	S
109	Percent of Requests Processed Within the Established Timelines	S
Directory Assistance Database		
110	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	S
111	Average Update Interval for DA Database for Facility Based CLECs	S
112	Percentage DA Database Accuracy For Manual Updates	S
113	Percentage of Electronic Updates that Flow Through the update process Without Manual Intervention	S
Coordinated Conversions		
114	Percentage of Premature Disconnects (Coordinated Cutovers)	S
114.1	CHC LNP with Loop Provisioning Interval	S
115	Percentage of Ameritech caused delayed Coordinated Cutovers	S
115.1	Percent Provisioning Trouble Reports	S
115.2	Mean Time to Restore – Provisioning Trouble Report (PTR)	S
116	Percentage of Missed Mechanized INP Conversions	NR
NXX		
117	Percent NXXs loaded and tested prior to the LERG effective date	S
118	Average Delay Days for NXX Loading and Testing	S
119	Mean Time to Repair	S
Bona Fide Request Process (BFRs)		
120	Percentage of Requests Processed Within 30 Business Days	S
121	Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days	S
Additional Measures		
MI 1	Percentage of Orders given Jeopardy Notices	S
MI 2	Percentage of Orders given Jeopardy Notices within 24 hours of the Due Date	S
MI 3	Coordinated Conversions Outside of the Interval	S
MI 4	Average Time to Provide a Collocation Arrangement	S
MI 5	Structure Requests Completed Outside of Interval	S
MI 6	Michigan Specific E911 Measures not Included Here	NR
MI 7	Michigan Specific E911 Measures not Included Here	NR
MI 8	Michigan Specific E911 Measures not Included Here	NR
MI 9	Percentage Missing FOCs	S
MI 10	Percent Time-Out Transactions	S
MI 11	Average Interface Outage Notification	CO
MI 12	Average Time to Clear Service Order Errors	S
MI 13	Percent Loss Notification w/in 1 Hour of Service Order Completion	S
MI 14	Percent Completion Notifications Returned w/in "x" hours of Completion of Maintenance Trouble Ticket	S

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measure #	Measure Name	Report Structure
MI 15	Change Management	S
MI 16	Percentage Rejected Query Notices	S
WI 1	Percent No-Access for UNE Loops – Provisioning	S
WI 2	Percent No-Access for UNE Loops – Maintenance	S
WI 9	Percent Facility Modification Orders	S
CLEC WI 1	Average Delay in Original FOC Due Date Due to FMOD delay Notice	
CLEC WI 4	Accuracy of Processing CLEC Corrections Based on Review of Directory Publishing Information	
CLEC WI 5	Percent Protectors Not Moved After Technician Visit	
CLEC WI 6	Percent Form A Received Within the Specified Timeframe (FMOD)	
CLEC WI 7	Percent Form B, C, D, E Received Within 72 Hours of Form A (FMOD)	
CLEC WI 8	Percent FOC Returned Within 24 Hours of Form B (FMOD)	
CLEC WI 9	Percent Form C Quote Returned Within the Specified Interval (FMOD)	
CLEC WI 11	Percentage of Due Dates Not Met (FMOD)	
IN-1	Percent Loop Acceptance Testing (LAT) Completed on the Due Date	

Reference:

- CO = Ameritech will be reporting this measure on an Ameritech Company basis, across all five states.
- S = Ameritech will be reporting this measure on a state specific basis.
- NR = Ameritech is not required to report on this measurement

PERFORMANCE MEASUREMENTS

RESALE POTS, RESALE SPECIALS AND UNES

Pre-Ordering/Ordering

1. Measurement
Average Response Time For OSS Pre-Order Interfaces
Definition:
The average response time in seconds for pre-ordering queries measured from the Ameritech side of the Electronic Commerce Network (ECN).
Exclusions:
<ul style="list-style-type: none"> Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
<p>The clock starts on the date/time when the request is received by Ameritech, and the clock stops on the date/time when Ameritech has completed the transmission of the response to the CLEC. The measurement is taken at the Ameritech side of the ECN (Electronic Commerce Network). This is just inside the Ameritech firewall.</p> <p>Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)).</p>
Levels of Disaggregation:
<ul style="list-style-type: none"> Address Verification. Request For Telephone Number. Request For Customer Service Record (CSR). Service Availability - Offered via the Internet. Service Appointment Scheduling (Due Date) – Reported in "Dispatch Required" as these functions are combined by Ameritech. Dispatch Required – Ameritech combines "Service Appointment Scheduling" and "Dispatch Required" functions in the "Due Date Selection" query. PIC - Offered via the internet. Feature Availability DSL Loop Qualification NC/NCI Service Availability CFA Availability

Calculation:		Report Structure:	
$\Sigma[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})] + (\text{Total queries Submitted in Reporting Period})$		Reported for CLEC, all CLECs, and Ameritech Affiliate.	
Measurement Type:			
Tier 1 – Low Tier 2 – Medium For New Functionality (Feature Availability, DSL Loop Qualification, NC/NCI, Service Availability, & CFA Availability) remedies initiate with benchmark agreement.			
Benchmark:			
Measurement		EDI/Internet	
Address Verification		4.7 seconds	
Request For Telephone Number		4.5 seconds	
Request For Customer Service Record (CSR)		6.6 seconds	
Service Availability		6.6 seconds	
Service Appointment Scheduling (Due Date)		Reported in Dispatch Required	
Dispatch Required		12.6 seconds	
PIC		28.0 seconds	
Feature Availability		To be determined	
DSL Loop Qualification		To be determined	
NC/NCI Service Availability		To be determined	
CFA Availability		To be determined	

1.2 Measurement (New Measure)

Accuracy of Actual Loop Makeup Information Provided for DSL Orders

Definition:

The percent of accurate DSL actual Loop Makeup Information provided to the CLEC.

Exclusions:

None

Business Rules:

This measurement compares the accuracy of the actual loop makeup information provided to the CLEC with the actual loop makeup as shown by AIT's engineering work confirmation/design layout records (DLR).

Levels of Disaggregation:

- DSL actual Loop Makeup Information provided manually
- DSL actual Loop Makeup Information provided electronically

Calculation:

(# of orders for which Loop makeup information provided by AIT is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100

Report Structure:

Reported on a CLEC, all CLECs, AIT Affiliate basis by interface for EDI, or manually, depending on method of provision of actual loop makeup information.

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

Parity with Ameritech DSL Affiliate

Note: This measurement will be developed coincident with the CLECs evaluation of the successful implementation of the SWBT measure and its introduction will not delay the start of OSS 3rd Party testing in the Ameritech Region.

2. Measurement

Percent Responses Received within "X" seconds – OSS Interfaces

Definition:

The percent of responses completed in "x" seconds for pre-order interfaces (by function.

Exclusions:

See Measurement No. 1

Business Rules:

See Measurement No. 1

Levels of Disaggregation:

See Measurement No. 1

Calculation:

$(\# \text{ of responses within each time interval} \div \text{total responses}) * 100$

Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – Low

Tier 2 – Medium

For New Functionality (Feature Availability, DSL Loop Qualification, NC/NCI, Service Availability, & CFA Availability) remedies initiate with benchmark agreement.

Benchmark:

Measurement	EDI/Internet
Address Verification	90% in ≤ 8.0 seconds 95% in ≤ 12.0 seconds
Request For Telephone Number	90% in ≤ 7.0 seconds 95% in ≤ 9.5 seconds
Request For Customer Service Record (CSR)	90% in ≤ 8.0 seconds 95% in ≤ 13.0 seconds
Service Availability	90% in ≤ 12.0 seconds 95% in ≤ 16.0 seconds
Service Appointment Scheduling (Due Date)	Reported in "Dispatch Required"
Dispatch Required	90% in ≤ 15.0 seconds 95% in ≤ 25.0 seconds

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PIC	90% in ≤ 39 seconds 95% in ≤ 60 seconds
Feature Availability	0% in ≤ 20 seconds 5% in ≤ 25 seconds (Selected as an arbitrary timeframe, pending further review)
DSL Loop Qualification	0% in ≤ 20 seconds 5% in ≤ 25 seconds (Selected as an arbitrary timeframe, pending further review)
NC/NCI Service Availability	0% in ≤ 20 seconds 5% in ≤ 25 seconds (Selected as an arbitrary timeframe, pending further review)
CFA Availability	0% in ≤ 20 seconds 5% in ≤ 25 seconds (Selected as an arbitrary timeframe, pending further review)

3. Measurement	
EASE Average Response Time	
Definition:	
Average screen-to-screen response from the Ameritech side of the Remote Access Facility (RAF) and return.	
Exclusions:	
None	
Business Rules:	
The response time for a query is measured from the point in time when the CLEC customer service agent submits the query for information through a function key option on their keyboard into the OSS until the time when the OSS releases the information to the CLEC customer service agent by unlocking the keyboard for a new transaction. Response time is a combination of Network time, Host time and Fasterm time. Response time is accumulated for each query consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{\sum[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$	Reported for all CLECs and Ameritech by division name (CPU platform).
Measurement Type:	
Tier 1 — None	
Tier 2 — None	
Benchmark:	
Parity	
Notes:	
This measure is not technically feasible to implement as Ameritech does not have a system equivalent to EASE.	

4. Measurement

OSS Interface Availability

Definition:

Percent of time OSS interface is available compared to scheduled availability.

Exclusions:

- Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which Ameritech plans to offer and support CLEC access to Ameritech's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the Ameritech interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)). Additional levels of disaggregation for gateway servers are in the process of being added.

When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SBC's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. Ameritech shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

- TCNET
- AEMS
- EDI
-
- EBTA
- EBTA GUI
- ARIS
- BOP-GUI (as it is implemented in the Ameritech region)

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<p>Calculation:</p> <p>[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours] * 100</p>	<p>Report Structure:</p> <p>Reported on an aggregate CLEC basis by interface and Ameritech Affiliate.</p>
<p>Measurement Type:</p> <p>Tier 1 – None Tier 2 – High</p>	
<p>Benchmark:</p> <p>99.5%. The critical Z allowance does not apply on this measurement only.</p>	

5. Measurement:

Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected (manual and electronic) service requests.
- Ameritech retail disconnect orders in conjunction with wholesale migrations.
- Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
- Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.

Manually Submitted:

Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the CLEC will establish the actual end date/time.

Electronically Submitted:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is

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returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation.

For Interconnection Trunk Orders, Ameritech will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until Ameritech institutes a reject process for these type orders.

Levels of Disaggregation:**Manual Requests:**

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports < 24 Hours
- CIA Centrex (1-200 Lines) < 24 hours
- CIA Centrex (>200 Lines) < 48 hours
- CPO (UNE P) Simple Res and Bus < 24 Hours
- CPO (UNE P) Complex Business (1-200 Lines) < 24 Hours
- CPO (UNE P) Complex Business (>200 Lines) < 48 Hours
- Electronic Requests :Simple Res. And Bus. – Manually Processed < 5 Hours
- Simple Res. And Bus. – Electronically Processed < 2 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) – Manually Processed < 5 Hours
- UNE Loop (1-49 Loops) – Electronically Processed < 2 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports Manually Processed < 5 Hours
- Switch Ports Electronically Processed < 2 Hours
- Interconnection Trunks (< 5 DS1) < 6 days
- Interconnection Trunks (>= 5 DS1) < 8 days
- Unbundled Local (Dedicated)Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated)Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- CPO (UNE P) Simple Res and Bus – Manually Processed < 5 Hours
- CPO (UNE P) Simple Res and Bus – Electronically Processed < 2 Hours
- CPO (UNE P) Complex Business (1-200 Lines) < 24 Hours
- CPO (UNE P) Complex Business (>200 Lines) < 48 Hours

Calculation:

(# of FOCs returned within "x" hours
÷ total FOCs sent) • 100

Report Structure:

Reported for CLEC, all CLECs, and
Ameritech Affiliate.

Measurement Type:

Tier 1 – Low

Tier 2 – Medium

Benchmark:

All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95% / Interconnection Trunks 95%, the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

CIA Centrex will measure to interim benchmarks of 85% and 90% in August and September respectively with an ongoing benchmark set at 95% effective in October.

5.1 Measurement

Percent Firm Order Confirmations (FOCs) for XDSL-capable loops & Line Sharing Returned Within "x" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- Ameritech only Disconnect orders
- Orders involving major projects
- Rejected (manual and electronic) service requests.
- Ameritech retail disconnect orders in conjunction with wholesale migrations.
- Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.

Manually Submitted:

Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system, and the end date and time is when the fax is sent back to the CLEC.

Electronically Submitted:

Illinois

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically originated service requests, the start date and time is the receive date and time that is automatically populated by the interface once all. The received date and time is automatically populated ordering edits are satisfied. The end date and time is recorded by the interface EDI and reflect the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the start time for the FOC is the date and time the loop makeup information is available in the Loop Qual System. The end date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the CLEC.

Levels of Disaggregation:

Manually submitted

- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours

Electronically submitted

- UNE xDSL Capable Loop (1-20 Loops) < 6 Business Hours
- UNE xDSL Capable Loop (>20 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours

Calculation:

$$\frac{(\# \text{ of FOCs returned within "x" hours}}{\div \text{ total FOCs sent)}} * 100$$

Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

xDSL

Tier 1 – Low

Tier 2 – Medium

Line Sharing – Diagnostic (new product, historical data)

Benchmark:

Line Sharing: Diagnostic for first three months of implementation of the measure then Tier 1 (Remedies effective no later than February 2001)

All 6 Hour FOC 95% / 14 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95%
The Average for the last 5% for 95% benchmark shall not exceed 20% of the established benchmark, excluding projects.

5.2 Measurement: (New Measure)

Percentage of Unsolicited FOCs by Reason Code

Definition:

The number of Unsolicited FOCs sent to the CLECs generally categorized by reason codes identified in the levels of disaggregations, divided by Total Unsolicited FOCs

Exclusions:

- CLEC Caused Errors

Business Rules:

This measure reports on the breakdown, by general Reason Code category, of the various Unsolicited FOCs that are sent to the CLEC.

Levels of Disaggregation:

- Cancel Customer Order
- Add Service Order Number and or Line
- Cancel Service Order
- Service Order Due Date Change
- Service Order Line Change

Calculation:

Number of Unsolicited FOCs per
general category / Total # of
Unsolicited FOCs

Report Structure:

Reported for CLEC, all CLECs, and
Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

No Benchmark

6. Measurement:
Average Time To Return FOC
Definition:
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.
Exclusions:
<ul style="list-style-type: none"> • • Ameritech retail disconnect orders in conjunction with wholesale migrations. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
<p>See Measurement No. 5.</p> <p>Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.</p>

Levels of Disaggregation:

- Manual Requests All Res. And Bus.
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops)
- UNE Loop (>= 50 Loops)
- Switch Ports
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- CPO (UNE P) All Res. And Bus.
- CPO (UNE P) Complex Business (1-200 Lines)
- CPO (UNE P) Complex Business (>200 Lines)

Electronic Requests

- All Res. And Bus. – Electronically Processed
- All Res. And Bus. – Manually Processed Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops) – Electronically Processed
- UNE Loop (1-49 Loops) – Manually Processed
- UNE Loop (>= 50 Loops)
- Switch Ports Electronically Processed
- Switch Ports Manually Processed
- Interconnection Trunks
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- CPO (UNE P) All Res. And Bus. – Electronically Processed
- CPO (UNE P) All Res. And Bus. – Manually Processed
- CPO (UNE P) Complex Business (1-200 Lines)
- CPO (UNE P) Complex Business (>200 Lines)

Calculation:

$\Sigma[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})] / \text{Total FOCs}$

Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

No Benchmark.

6.1 Measurement	
Average Time to Return DSL FOC's	
Definition:	
The average time to return DSL FOC's from receipt of complete and accurate service request to return of confirmation to CLEC.	
Exclusions:	
<ul style="list-style-type: none"> • DSL Orders-orders rejected for incomplete or incorrect LSR • DSL Orders-orders denied for pair gain • Ameritech only Disconnect orders • Orders involving major projects • Ameritech retail disconnect orders in conjunction with wholesale migrations. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. 	
Business Rules:	
See Measurement No. 5.1	
Levels of Disaggregation:	
Manually submitted <ul style="list-style-type: none"> • UNE xDSL Capable Loop (1-49 Loops) • UNE xDSL Capable Loop (> 49 Loops) • Line Sharing (1-49 Loops) • Line Sharing (>49) Electronically submitted <ul style="list-style-type: none"> • UNE xDSL Capable Loop (1-20 Loops) • UNE xDSL Capable Loop (>20 Loops) • Line Sharing (1-49 Loops) <ul style="list-style-type: none"> • Line Sharing (>49) 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Received by Ameritech})]/(\# \text{ of FOCs})$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Diagnostic	

7. Measurement	
Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems	
Definition:	
Percent mechanized completions returned within one hour of completion.	
Exclusions:	
<ul style="list-style-type: none"> Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.. 	
Business Rules:	
<p>The elapsed time for an order is calculated based on the time of the last service order, which establishes service, being completed in the ordering system to the actual time MOR receives notification and the completion is sent to the CLEC. For example, if a multi-line order has 10 lines, the stop time would be when the last of the 10 lines is completed in the ordering system. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.</p> <p>Note: All completion notifications are returned via a mechanized interface (EDI or EDI-to-Fax).</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> Resale UNEs Combinations 	
Calculation:	Report Structure:
(# of mechanized completions returned to CLEC within 1 hour ÷ total mechanized completions) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
99%	

7.1 Measurement	
Percent Mechanized Completions Returned Within One Day Of Work Completion	
Definition:	
Percent mechanized completions returned within one day.	
Exclusions:	
<ul style="list-style-type: none"> Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. 	
Business Rules:	
<p>Days are calculated by subtracting the date the completion notification was returned to the CLEC minus the work completion date. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure.</p> <p>Note: All completion notifications are returned via a mechanized interface(EDI or EDI-to-Fax).</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> Resale UNEs Combinations 	
Calculation:	Report Structure:
(# of mechanized completions returned to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
99%	

8. Measurement	
Average Time to Return Mechanized Completions	
Definition:	
Average time required to return a mechanized completion.	
Exclusions:	
See Measurement No. 7	
Business Rules:	
See Measurement No. 7	
Levels of Disaggregation:	
See Measurement No. 7	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time of Notice Of Completion Issued to the CLEC}) - (\text{Date and Time of Work Completion})] \div \text{Total Mechanized Completions}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
To be Determined.	

9. Measurement	
Percent Rejects	
Definition:	
The number of rejects compared to the issued orders for orders submitted via the electronic interfaces.	
Exclusions:	
<ul style="list-style-type: none"> Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
<p>A rejected order does not pass edit checks or other edits prior to the order being distributed. This measure includes all orders that are submitted through an electronic interface, regardless of whether the order was processed electronically or manually.</p> <p>Notes: All rejects are returned to the CLEC via a mechanized interface (EDI or EDI-to-Fax).</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> CLEC Caused Reject Ameritech Caused Rejects (Re-flowed Orders) 	
Calculation:	Report Structure:
(# of rejects ÷ total unique orders and supplements for electronic interfaces) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Measurement is diagnostic. No benchmark required.	

10. Measurement	
Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR	
Definition:	
Percent mechanized rejects returned within one hour of the receipt of the reject in MOR.	
Exclusions:	
<ul style="list-style-type: none"> Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s Performance shall not include Service Bureau Provider processing, availability or response time. Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
The start time used is the date and time the reject is available to MOR and the end time is the date and time the reject notice is sent to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually).	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of mechanized rejects sent within 1 hour ÷ total mechanized rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97% within 1 hour of the receipt of a reject in MOR.	

10.1 Measurement:	
Percent Mechanized Rejects Returned within One Hour of Receipt of Order	
Definition:	
Percentage of mechanized rejects returned within one hour of the receipt of order from CLEC.	
Exclusions:	
<ul style="list-style-type: none"> Where CLEC accesses Ameritech – LEC’s systems using a Service Bureau Provider, the measurement of Ameritech – LEC’s performance shall not include Service Bureau Provider processing, availability or response time. Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers 	
Business Rules:	
The start time is the time the order is received in the LSC and the end time is the date and time the reject notice sent to the CLEC. This measure includes all rejects that were submitted via an electronic interface and processed mechanically (Auto-Auto).	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of mechanized rejects sent within 1 hour of receipt of order ÷ total mechanized rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement 10.	

10.2 Measurement:	
Percent Manual Rejects Received Electronically and Returned Within Five Hours	
Definition:	
Percentage of manual rejects of orders received electronically where the reject notification is sent within five hours of the receipt of the order from the CLEC. A "manual reject" is any reject that results from the manual processing of an order.	
Exclusions:	
<ul style="list-style-type: none"> • Manual rejects for orders received manually (fax). • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
The start time is the time the order is electronically received and logged into the ordering system. The end time is the date and time the reject notice is sent back to the CLEC. This measure includes all orders received electronically and processed manually that resulted in a reject.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of manual rejects returned within 5 hours of receipt of electronic order ÷ total manual rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% within 5 Hours.	

10.3 Measurement:**Percent Manual Rejects Received Manually and Returned Within Five Hours****Definition:**

Percentage of manual rejects for orders received manually and returned to the CLEC within 5 hours. A "manual reject" is any reject that results from the manual processing of an order.

Exclusions:

- Manual rejects for orders received electronically.
- Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
- Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The start time is the time the manual order is received in the LSC via fax, and the end time is the date and time the reject notice is sent back to the CLEC via EDI-to-Fax. This measure includes all orders submitted manually that resulted in a reject.

Levels of Disaggregation:

None

Calculation:

(# of manual rejects returned within 5 hours of receipt of manual orders ÷ total manual rejects) * 100

Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

97% within 5 hours.

11. Measurement	
Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to return a mechanized reject.	
Exclusions:	
<ul style="list-style-type: none"> Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. 	
Business Rules:	
See Measurement No. 10.	
Levels of Disaggregation:	
See Measurement No. 10.	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time reject sent}) - (\text{Date and Time of Order receipt})] \div \text{total mechanized rejects}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
None	

11.1 Measurement:	
Mean Time to Return Manual Rejects that are Received via an Electronic Interface	
Definition:	
Average time to return manual rejects received via an electronic interface.	
Exclusions:	
<ul style="list-style-type: none"> • See Measurement 10.2 	
Business Rules:	
See Measurement 10.2.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\{ \sum (\text{date and time reject sent} - \text{date and time of order receipt}) \div \text{total manual rejects} \}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Five Hours	

11.2 Measurement:	
Mean Time to Return Manual Rejects that are Received thru the Manual Process	
Definition:	
Average time to return manual rejects received thru the manual process (Fax).	
Exclusions:	
<ul style="list-style-type: none"> See Measurement 10.3 	
Business Rules:	
See Measurement 10.3	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\{\sum(\text{date and time rejects sent} - \text{date and time of order receipt}) \div \text{total manual rejects}\}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Five Hours	

12. Measurement	
Mechanized Provisioning Accuracy	
Definition:	
Percent of mechanized orders completed as ordered.	
Exclusions:	
<ul style="list-style-type: none"> Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. 	
Business Rules:	
This measurement compares the features ordered on a mechanized order, to the copy of the order which updates the customer billing database.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> None 	
Calculation:	Report Structure:
(# of orders completed as ordered ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low	
Tier 2 – Low	
Benchmark:	
Parity	

13. Measurement	
Order Process Percent Flow Through	
Definition:	
Percent of orders from receipt to distribution that progress mechanically through to Ameritech provisioning systems.	
Exclusions:	
<ul style="list-style-type: none"> • Orders both electronically generated and rejected if error is caused by CLEC. • Manually received orders • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. 	
Business Rules:	
The number of eligible orders, that flow through Ameritech's ordering systems without manual intervention, divided by the total number of eligible electronically generated orders within the reporting period. Manually intervened orders that are electronically generated are considered failed pass-through. Orders that fall out after receipt, but are not rejected back to CLEC due to CLEC-caused errors, will be included as failed pass-through occurrences. This measure is based on orders designed to flow through, see Appendix 4 for clarification.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNE loops • Resale • UNE Combos • Other 	
Calculation:	Report Structure:
(# of orders that flow through ÷ total eligible electronic orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
Parity	

13.1 Measurement**Total Order Process Percent Flow Through****Definition:**

Percent of EDI orders from entry to distribution that progress through Ameritech ordering systems without manual intervention.

Exclusions:

- Excludes rejected orders

Business Rules:

The number of orders that flow through Ameritech's ordering systems and are distributed in the Service Order System without manual intervention, divided by the total number of orders submitted via EDI within the reporting period.

Levels of Disaggregation:

- Resale
- UNE Loops
- LNP
- LSNP
- CPO (UNE-P)

Calculation:

$(\# \text{ of orders that flow through} \div \text{total orders}) * 100$

Report Structure:

Reported by CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

Billing

14. Measurement	
Billing Accuracy	
Definition:	
Ameritech performs audits on three billing systems: ACIS (Retail), RBS (Wholesale) and CABS (Access) to ensure the accuracy of the bills rendered to its customers.	
Exclusions:	
None	
Business Rules:	
The purpose of these audits are to review and recalculate for services billed in the five states. This is to ensure that monthly bills sent to the CLECs, and retail customers are rated accurately according to the billing tables. This is performed by extracting recurring, non-recurring, and usage elements from the above listed billing systems and comparing the billed elements to expected results. For all validations performed, the number of elements that have been released prior to correction (bills are audited for accurate calculations) are counted as an error against the total elements audited.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale Monthly Recurring/Non-recurring • Resale Usage/Unbundled Local Switching • Other Unbundled Network Elements 	
Calculation:	Report Structure:
(# of elements not corrected prior to bill release ÷ total elements audited) * 100	Reported for aggregate of all CLECs and Ameritech. Reported on an Ameritech Company basis and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity	Retail Comparison
1. Resale Monthly Recurring/Non-Recurring	Retail
2. Resale Usage/Unbundled Local Switching	Retail
3. Other Unbundled Network Elements	Access

15. Measurement	
Percent of Accurate and Complete Formatted Mechanized Bills	
Definition:	
The percent of monthly bills sent to the CLECs via the mechanized AEBS process and the paper billing process that are accurate and complete.	
Exclusions:	
None	
Business Rules:	
Billing accuracy is based upon many factors including: totaling, formatting, content and syntax. Both the electronic and paper bill are validated in unison and are not counted separately in the calculation.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of accurate and complete formatted bills ÷ total bills) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
99%	

16. Measurement:	
Percent of Usage Records Transmitted Correctly	
Definition:	
The percent of usage records transmitted correctly on the Daily Usage extract feed.	
Exclusions:	
<ul style="list-style-type: none"> • CLEC-caused errors 	
Business Rules:	
Controls and edits within the billing process uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month. The usage records retransmitted due to Ameritech caused errors are counted in this measure.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of usage records transmitted correctly ÷ total usage records transmitted) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
95%	

17. Measurement	
Billing Completeness	
Definition:	
Percent of on-time service orders (SOs) in both ACIS and CABS that post within a 30 day billing cycle.	
Exclusions:	
<ul style="list-style-type: none"> • Feature Group A • Feature Group B • Feature Group D • Wireless 	
Business Rules:	
On time SOs are SOs that reached "Updated" (3U) status in 19 cycles or less. A SO that was updated in 20 cycles or more has missed at least one bill. Twenty cycles is approximately 30 calendar days. The start date is the date the SO is available for billing and the end date is the date (Update date) the SO reaches the "Updated" status. This time span is measured in cycles. SOs are reported by the month of their Update.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$(\# \text{ of on-time updated SOs in current month} \div \text{total updated SOs in current month}) * 100$	Reported for CLEC, all CLECs, Ameritech and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low	
Tier 2 – Medium	
Benchmark:	
Parity with Ameritech Retail.	

18. Measurement	
Billing Timeliness (Wholesale Bill)	
Definition:	
Billing Timeliness measures the length of time from the wholesale billing date (end of billing period) to the time it is electronically transmitted to the CLEC.	
Exclusions:	
<ul style="list-style-type: none"> Weekends and Holidays. 	
Business Rules:	
<p>The transmission date is used to gather the data for the reporting period. The measure compares the transmission date of the bill to the transmission due date. The transmission due date is six business days after the wholesale bill period. For example, a CLEC with a wholesale billing date of Monday the 1st, the transmission due date would be on the following Monday, the 8th assuming no weekday holidays.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> AEBS CABS 	
Calculation:	Report Structure:
(# of bills transmitted on time ÷ total bills released) * 100	Reported for CLEC, all CLECs, Ameritech and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

19. Measurement	
Daily Usage Feed Timeliness	
Definition:	
Usage information is sent to the CLECs on a daily basis. This usage data must be sent to the CLEC within 6 work days in order to be considered timely.	
Exclusions:	
<ul style="list-style-type: none"> Weekends and Holidays. 	
Business Rules:	
The measure uses the actual EMI usage records that are sent to the CLECs. Data date is the recording date of the usage and is part of the EMI usage record. Cycle date is the day the Daily Usage file is sent to the CLEC. Cycle date is found on the pack header record of the Daily Usage file.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of usage records transmitted on time ÷ total usage records) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate. Reported on an Ameritech Company basis.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
95% within 6 th workday	

20. Measurement	
Unbillable Usage	
Definition:	
The percent usage data that is unbillable.	
Exclusions:	
None	
Business Rules:	
The total dollars written off by MEC (Message Error Correction) and the total CABS uncollectable dollars are divided by the total billed revenue in the calendar month.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Total unbillable revenue ÷ total billed revenue) * 100	Reported for aggregate of all CLECs and Ameritech. Reported on an Ameritech Company basis and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

Miscellaneous Administrative

21. Measurement	
Local Service Center (LSC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
<ul style="list-style-type: none"> Weekends and Holidays. 	
Business Rules:	
<p>The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> Resale UNE 	
Calculation:	Report Structure:
Total queue time ÷ total calls answered	Reported for LSC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

22. Measurement	
Local Service Center (LSC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Service Center (LSC) within 20 seconds.	
Exclusions:	
See Measurement No. 21	
Business Rules:	
See Measurement No. 21	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resale • UNE 	
Calculation:	Report Structure:
# of calls answered by the LSC within a specified period of time ÷ Total calls answered	Reported for LSC, Ameritech and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

23. Measurement	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Exclusions:	
<ul style="list-style-type: none"> • See Measurement No. 21 	
Business Rules:	
This measurement determines the number of calls that encounter a busy condition in the ACD. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.	
Levels of Disaggregation:	
See Measurement No. 21	
Calculation:	Report Structure:
(# of blocked calls ÷ total calls offered) * 100	Reported for LSC, for all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with Ameritech Retail.	

24. Measurement	
Local Operations Center (LOC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when the Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LOC hours of operation are posted on the internet.	
Levels of Disaggregation:	
DSL Calls All other Calls	
Calculation:	Report Structure:
Total queue time ÷ total calls answered	Reported for LOC, for all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

25. Measurement	
Local Operations Center (LOC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Operations Center (LOC) within 20 seconds.	
Exclusions:	
<ul style="list-style-type: none"> • See Measurement No. 24 	
Business Rules:	
See Measurement No. 24.	
Levels of Disaggregation:	
DSL Calls All other Calls	
Calculation:	Report Structure:
# of calls answered by the LOC within a specified period of time ÷ total calls answered	Reported for LOC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

26. Measurement	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
<ul style="list-style-type: none"> • See Measurement #24. 	
Business Rules:	
This measurement determines the number of calls that encounter a busy condition in the ACD. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.	
Levels of Disaggregation:	
DSL Calls All other Calls	
Calculation:	Report Structure:
(# of blocked calls ÷ total calls offered) * 100	Reported for LOC, all calls to the LOC, for CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with Ameritech Retail.	

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY Ameritech

Provisioning

27. Measurement
Mean Installation Interval
Definition:
Average business days from application date to completion date for N, T, C orders.
Exclusions:
<ul style="list-style-type: none"> • CLEC-caused misses. • Field Work orders – excludes customer requested due dates beyond the offer date. • No Field Work orders – excluded if order applied for before 3:00 p.m. and the due date requested is not same day; and if order applied for after 3:00 p.m. and the due date requested is beyond the next business day. • CIA Centrex excluded if customer requested due dates greater than 5 business days. • Orders that are not N, T, and C orders. • Orders where CLECs are charged expedite charges
Business Rules:
<p>The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order. The clock stops on the Completion Date, which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion – Application Date). If the order is Next Day Due, then the interval is [(Completion – Next Business Day) + 1]. UNE Combos are also reported at order level.</p> <p>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</p>

Levels of Disaggregation:

Geographic, per State Agreements
POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service
- CIA Centrex

UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

Calculation:

$$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total orders completed})}$$

Report Structure:

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

Tier 1 – High

Tier 2 – High

Benchmark:

Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).

CIA Centrex parity between Field Work compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to a 4 day interval.

28. Measurement**Percent Installations Completed Within "X" Business Days (POTS)****Definition:**

Measure of orders completed within "X" business days of the application date. For Field Work(FW) orders "X" equals five business days, for No Field Work (NFW) orders "X" equals three business days.

Exclusions:

- CLEC-caused misses.
- Field Work orders – excludes customer requested due dates greater than five business days.
- No Field Work orders – excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day.
- CIA Centrex excluded if customer requested due dates greater than 5 business days.
- All orders except N, T, and C orders.
- Orders where CLECs are charged expedite charges

Business Rules:

The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order. The clock stops on the Completion Date which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion – Application Date). If the order is Next Day Due, then the interval is [(Completion – Next Business Day) + 1]. UNE Combos are also reported at order level.

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

Levels of Disaggregation:

Geographic, per State Agreements

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service
- CIA Centrex

UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

Calculation:

$$\left(\frac{\text{\# of orders installed within "X" business days}}{\text{total orders}} \right) * 100$$
Report Structure:

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)

CIA Centrex parity between Field Work compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to 95% within a 5 day interval.

29. Measurement	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percent of N, T, and C orders where installation was not completed by the due date as a result of a Ameritech caused missed due date.	
Exclusions:	
<ul style="list-style-type: none"> • Orders that are not N, T, or C. • CLEC-caused misses. 	
Business Rules:	
<p>This includes orders completed after the Due Date, due to an Ameritech reason. This measurement is reported at an order level. UNE Combos are also reported at an order level. If Ameritech reschedules the original due date without the consent of the CLEC the original due date will be the one measured against.</p>	
Levels of Disaggregation:	
<p>Geographic, per State Agreements POTS</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service <p>UNE Combo (UNE P)</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service 	
Calculation:	Report Structure:
(# of orders not completed by the due date ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
<p>Tier 1 – High Tier 2 – High</p>	
Benchmark:	
<p>Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).</p>	

30. Measurement	
Percent Ameritech Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percent N, T, and C orders with missed committed due dates due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Orders that are not N, T, or C. • No Field Work (NFW) Orders. 	
Business Rules:	
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at an order level. UNE Combos are also reported at an order level.	
Levels of Disaggregation:	
<p>Geographic, per State Agreements</p> <p>POTS</p> <ul style="list-style-type: none"> • Residence class of service • Residence class of service > 30 calendar days • Residence class of service > 90 calendar days • Business class of service • Business class of service > 30 calendar days • Business class of service > 90 calendar days <p>POTS / UNE Combo (UNE P)</p> <ul style="list-style-type: none"> • Residence class of service • Residence class of service > 30 calendar days • Residence class of service > 90 calendar days • Business class of service • Business class of service > 30 calendar days • Business class of service > 90 calendar days 	
Calculation:	Report Structure:
(# of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
<p>Tier 1 – Low</p> <p>Tier 2 – None</p>	
Benchmark:	
<p>Resale POTS parity compared to Ameritech (N, T, and C order types). UNE Combo Parity compared to Ameritech (N, T, C order types).</p>	